

Standards in HEAnet

“The great thing about standards is that there are so many to choose from”

Rachael Holt & Gareth Eason, HEAnet
for TF-NOC, Zürich, 2011-06-28

- Advantages of standards?
- What standards?
- HEAnet & standards
- Hurdles & Disadvantages
- Lessons learned
- Next steps

- HEAnet is Ireland's research and education network (NREN)
- Set up in 1983 as a collaborative body by the seven Irish universities and the Higher Education Authority
- Became a non-profit, limited company in 1997
- Approximately 50 staff serving 180,000+ end-users

- Provide high quality Internet services to our members
- Enable research and learning through leading edge shared services
- Act as a representative body for the ICT education & research community
- Facilitate innovation & collaboration
- Ensure value for money

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National

- IBEC – TIF/Telecoms Internet Federation
- INEX/Internet Neutral Exchange
- ISPAI / Internet Service Provider Association of Ireland

International

- EU funded Framework Projects
- RIPE Network Co-ordination Centre (NCC)
- DANTE/TERENA (37 countries)
- GÉANT/NREN Consortium Policy Committee
- JANET (UK) and JANET-CERT
- MoU with Internet 2/ NGI

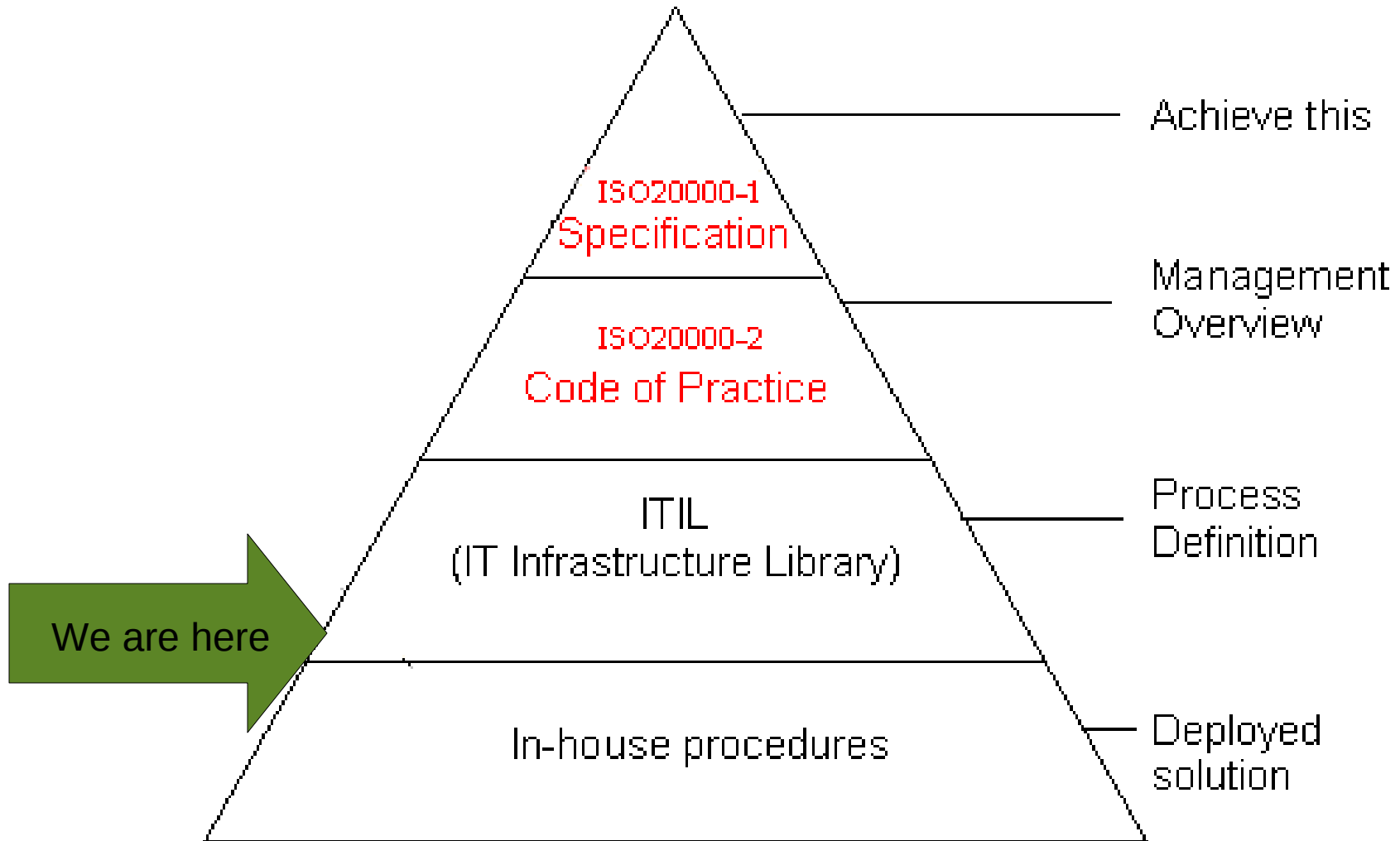
- Ability to **collaborate**
- Communicate using standard nomenclature / **vocabulary**
- **Measurability** of consistency & quality
- **Comparability**
- External **verification**
- **Auditability** (client audits)

- Internal processes can be **based on standards**
 - Saves us having to write from scratch
 - Learn good practice from others
 - Good standards are maintained
- Standards are only a guide
 - You must write your own processes

- ISO 9000
- ISO 20000
- BS 7799 / ISO 17799
- ITIL
- OSSTMM
- eTOM
- DPA (*& other legislation / guidelines*)



- Standards group formed to examine:
 - ITIL
 - ISO
 - Other relevant standards
 - Recommend what HEAnet should do
- Report delivered April 2010
 - Examined ISO20000 & ITIL
 - Recommended examining ITIL first
 - **then** ISO 20000 (*with some exceptions*)



- Staff resistance
- Cost (*of certification & training*)
- Existing procedures
- Management buy-in
- Complexity
- Client resistance to change
- Lack of perceived benefit

- ISO 17799 (BS 7799)
 - Used by **security team**
 - Capable of auditing client installations to standard
 - Useful for client security audits
- Cannot further accredit
 - HEAnet staff would require additional training & certification
 - Only a limited # of staff qualified.

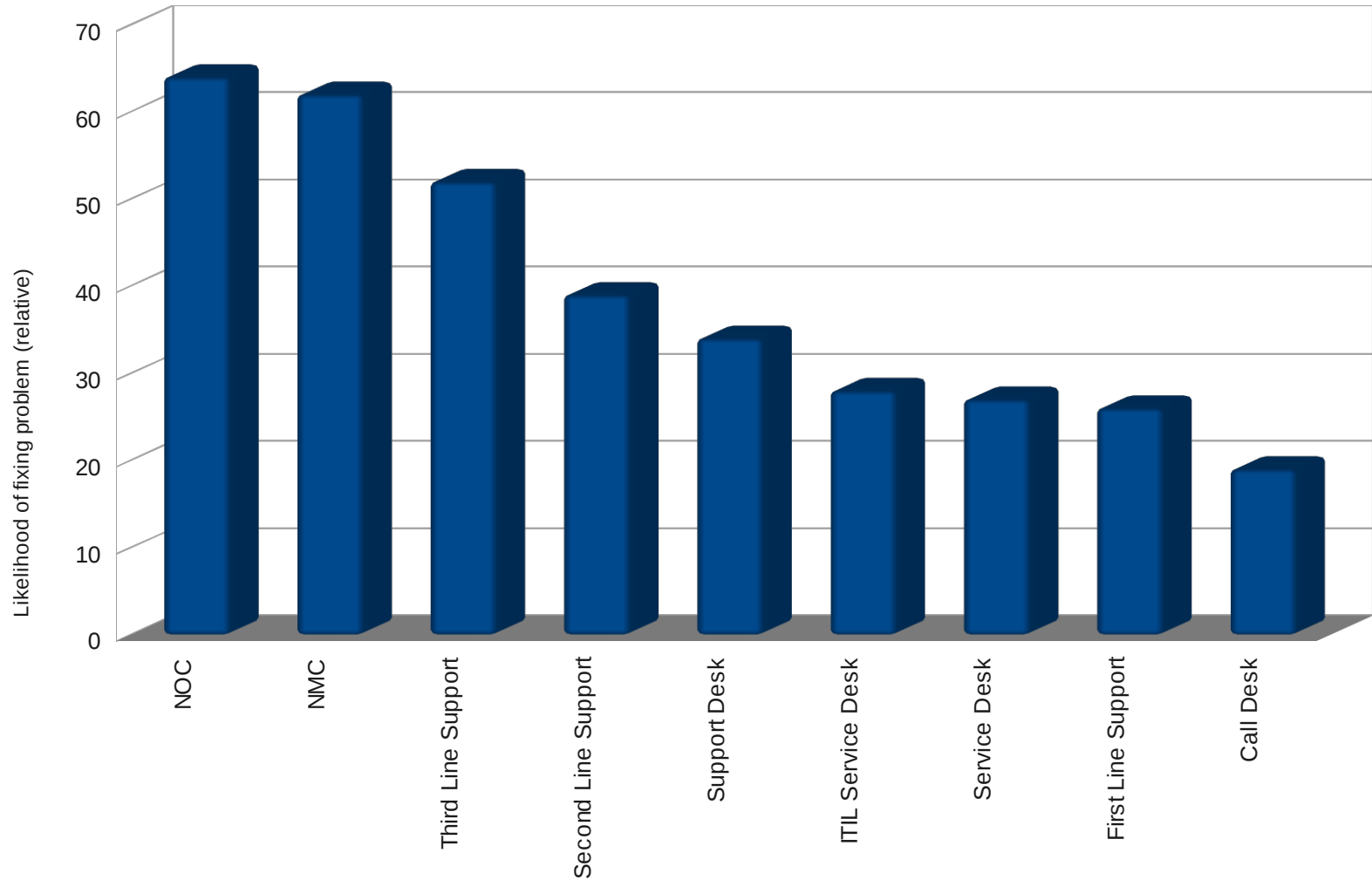
- ISO 14064
 - Carbon gas emissions
 - Direct & Indirect
 - HEAnet carbon production measured & validated (*audited*)
- Purpose:
 - 2010: Measure Carbon emissions
 - 2011: Reduce Carbon emissions
 - 2012: Continuous improvement
 - Green Star network project



ITIL “Service Desk”

Most likely to fix problem

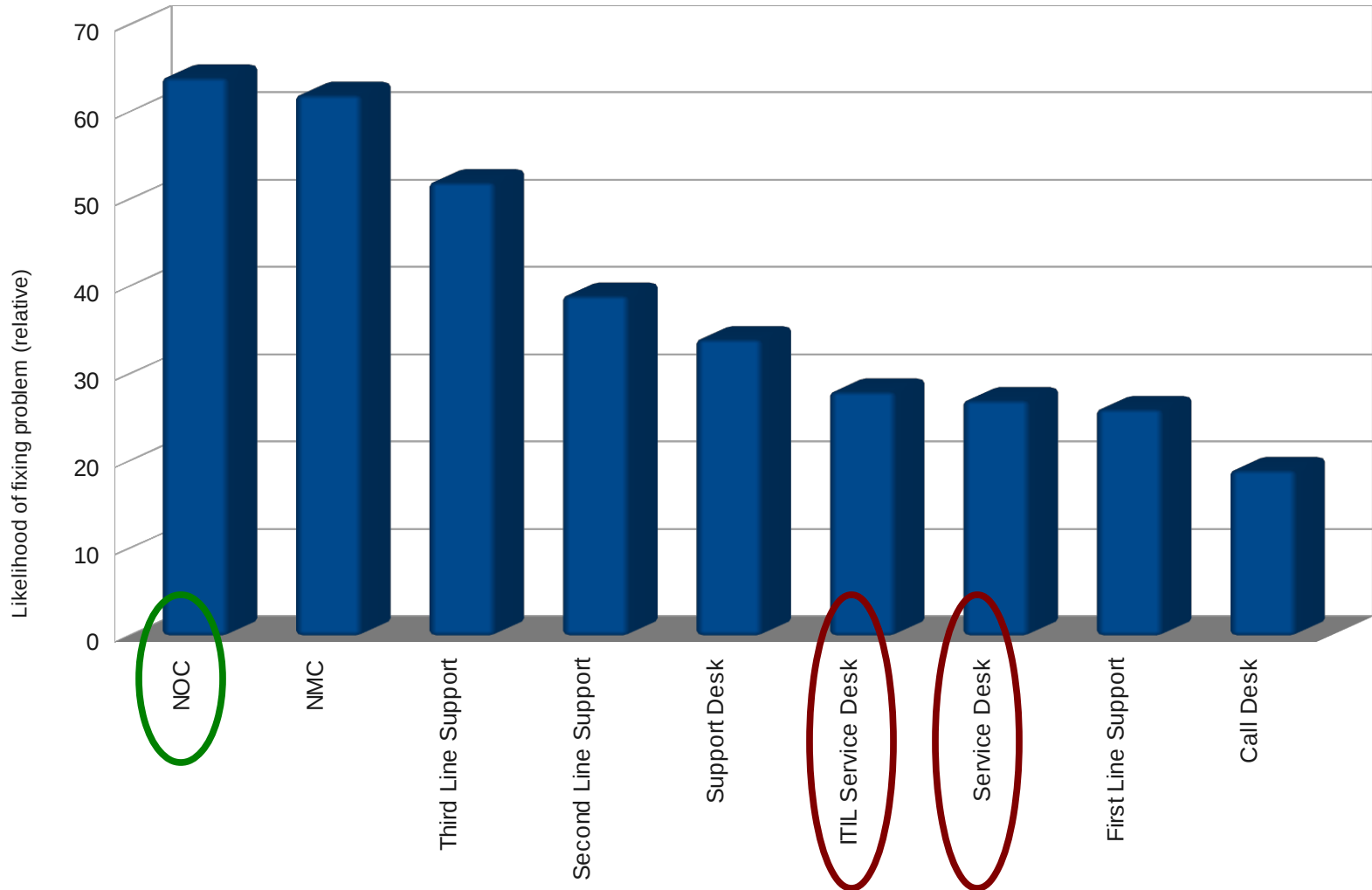
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ITIL “Service Desk”

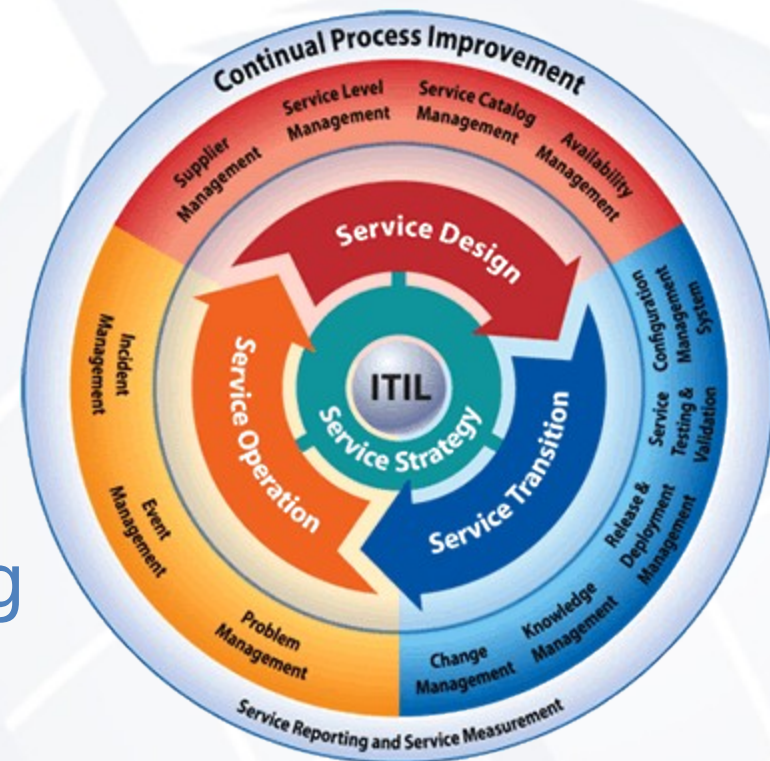
Most likely to fix problem

(by name alone)



- ITIL 'Service Desk' rename abandoned

- Change management processes
 - Request for change in writing
 - Change approval process
- Continuous Service Improvement
 - Pervades all processes & client contact
 - incl. SLA agreement & requirements gathering



- Legislation as a type of standard
 - HEAnet work with ISPAI, Government, Clients, etc.
- Telecommunications (Data Retention Act) 2011
 - EU directive 2006/24/EC



- Hurdles are real!
- Lots of cost (time & resource) to implement
- Management **must** buy in
- A little at a time / piecemeal approach works well
- Staying ahead of customer needs is vital

- Evaluate eTOM with ITIL
- Evaluate ICASA
- Continue ITIL 'good practice':
 - Review and continuous improvement of services
 - Look for other low-hanging fruit
- Review management and client 'buy-in'
- Continue sharing & learning from other NRENs and their experiences

- Hurdles?
- Cost (time & resource)?
- Management buy in?
- Piecemeal approach? Wholistic?
- Customer opinions?

- What are **you** doing about standards?